

ADOT/CCP Strategic Summary Form

Partnering Office

(FY 2005)

Vision Statement:

To become a cohesive, integrated team that provides the highest level of communications and partnering services

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Mission Statement:

The Partnering Office works in collaboration with our customers to successfully build and sustain partnerships by using innovative methods and technology

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Organization Description:

The Partnering Team is responsible for the overall management of ADOT's Partnering Program. This includes interactions with ADOT's customers, engineers, suppliers, various agencies and governing bodies (including other agencies in the U.S. as well as other countries) to ensure the success of ADOT's Partnering Program. The Partnering Program provides services for approximately 200 partnering workshops per year for highway construction and other internal teams. Partnering services are also provided for interactions between ADOT and other agencies/governing bodies.

The Partnering Team is allocated four administrative funded positions and four consultants. The Partnering Office is located in the Administration Building at 206 S. 17th Avenue, Room 192, Phoenix.

The Partnering Team also develops, supports and monitors the continuously evolving Partnering Evaluation Program (PEP). PEP is a measurement tool for the construction project teams to use to track their collective perspective of the five standard goals and up to five additional goals that further customize the measurement tool to fit the project. The Development group also currently utilizes the PEP and customized the measurement tool by rating the five standard goals and adding two additional. PEP for construction is currently being programmed to be web-ready. Three modules are being developed (construction, development, and general).

The Partnering Team is responsible for the management of the State contract for partnering facilitation, training and consultation services. We support both the ADOT Partnering Facilitators Network (APFN) and Partnering consultants in staying informed about the Partnering Program and the continuous improvements that occur. We maintain a database of information and measures regarding the quality of the workshops and effectiveness of the facilitators.

The Partnering Team formed and supports an industry-wide Partnering Advisory Committee (PAC) consisting of seventeen stakeholder groups. The Advisory Committee's purpose is to provide a forum to address Partnering issues from all stakeholders and to ensure the continued viability, evaluation and dissemination of the Partnering principles and procedures. Their role is to identify, discuss, and make recommendations for resolution of Partnering issues; provide guidance for Partnering practices and processes; to champion Partnering and stay networked with the stakeholder groups.

The Partnering Team provides educational opportunities for ADOT and industry partners to increase their skills in using Partnering as a tool to improve relationships and resolve issues. Several classes about Partnering have been developed and will continue to be offered. Brochures have been developed, as well as a Partnering handbook, and Partnering video.

The Partnering Team also has formed an ADOT Partnering Facilitator's Network (APFN) that meets periodically to stay abreast of new developments with regards to workshop flow and content, contract issues, and sharing success stories and experiences.

Core Business Functions:

Partnering Team:

- Guides ADOT's Partnering Program – policy and procedures
- Supports the project teams in using Partnering as a tool to improve their teamwork
- Provides Partnering classes and education
- Manages the State contract for Partnering facilitation, training and consulting services
- Provides an electronic measurement instrument for the teams to use to measure their perspective of the five standard Partnering goals (quality, communication, issue resolution, teamwork, issue resolution, and schedule)
- Tracks and reports numerous and varied measurements regarding the Partnering Program
- Builds belief and buy-in to Partnering throughout the industry (ADOT, public and private sector) – support the Partnering Advisory Committee (PAC), Partnering consultants and the ADOT Partnering Facilitator's Network (APFN).
- Links with numerous and various groups to champion Partnering

ADOT/ITD Goal Statements:

- Goal 1. To improve the movement of people and products throughout Arizona.
- Goal 2. To increase the quality, timeliness and cost effectiveness of our products and services.
- Goal 3. To develop and retain a highly performing successful workforce.
- Goal 4. To optimize the use of all resources.
- Goal 5. To improve public and political support necessary to meet Arizona's Transportation needs.

TYPES OF PERFORMANCE MEASUREMENTS:

Input (IP):	Amount of Resources EXAMPLE: # of employment counselors
Output (OP):	Amount of products or services provided (activity levels and workload measures) EXAMPLE: # of people consoled
Outcomes (OC):	Results achieved (impact or benefit derived from mission and goals) EXAMPLE: Reduction in unemployment
Efficiency (EF):	Cost of providing services (\$ and time/out, output/input) EXAMPLE: Counseling hours per person served
Quality (Q):	Meeting customer and stakeholder expectations (reliability, accuracy, competence, responsiveness and completeness) EXAMPLE: % of people indicating counseling was responsive to their needs